

Office of the Assistant Secretary of Defense (Health Affairs) Defense Health Agency

Active Surveys Sponsored by the DHA Decision Support Division

Updated: 18 May 2015

For a list of all valid DoD information collections, go to web link at

<http://www.dtic.mil/whs/directives/collections/search.html>

Once you access the database, you can quickly locate the survey by typing a few key words in to the search box.

SURVEY NAME	PURPOSE	Who takes part in the survey	How is it given?	How long is the Survey ?	Contractor/ Agency conducting survey	DoD RCS License Number *
Health Care Survey of DOD Beneficiaries (HCSDB)	Designed to collect data on beneficiary views of military health care delivery regarding satisfaction with health care, health status, use and source of care, insurance and attitudes and knowledge of TRICARE	TRICARE beneficiaries world-wide (adults and children) eligible for military health care	Ongoing Mail & Web survey fielded three times a year	About 100 multiple choice questions on 25 pages that takes about 25 minutes to complete	Altarum Institute/ Ipsos	RCS: DD-HA(A) 1942
TRICARE Outpatient Satisfaction Survey (TROSS)	Designed to collect data on beneficiary views of outpatient care recently received within the direct care system as well as within CONUS purchased care network	TRICARE beneficiaries who received direct or purchased care as an outpatient during the survey period.	Ongoing Mail Telephone Interviews Web once a month	About 47 multiple choice questions that takes about 15 minutes to complete	Altarum Institute/ Data Stat	RCS: DD-HA(M)2292
TRICARE Inpatient Satisfaction Survey (TRISS)	Designed to collect data on beneficiary views with their recent hospitalization experience. Assess satisfaction with healthcare services in an inpatient setting for Medical/Surgical and Childbirth services.	TRICARE beneficiaries who received direct or purchased care as inpatients during the survey period.	Ongoing Mail Telephone Interviews Web	About 40 multiple choice questions that takes about 10 minutes to complete	IPSOS	RCS: DD-HA(A) 2076
Surveys of experiences with TRICARE Managed Care Support Contractors to include TRICARE Mail Order Pharmacy, TRICARE Dental Program, TRICARE Dual-Eligible Fiscal Intermediary Contract (Medicare claims processing), and the Regional Health Care Support Services contractors	Designed to collect data on beneficiary user satisfaction with MCSC services; part of performance incentive awards review	TRICARE beneficiaries who received purchased care services through one of these contractors during the survey period.	Ongoing Telephone Interviews each quarter	About 10 questions that takes 6 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	RCS: DD-HA(M)2185

Survey of Civilian Provider Acceptance of and Beneficiary Experience Accessing TRICARE Standard or Extra	4-year study designed to collect data on the number of providers who accept TRICARE standard patients, any new patients (of any insurer), new Medicare patients, the reasons for not accepting TRICARE Standard or Medicare.	Randomly selected civilian physicians (MDs and Dos) and non-physician behavioral health providers in selected locations each year.	Ongoing Telephone Interviews	Provider Survey: About 20 questions that take 5 minutes to complete. Beneficiary Survey: About 90 questions that take 20 minutes to complete.	Altarum Institute/ IPSOS	OMB 0720-0031
Survey of Health Related Behaviors among Military Personnel	Designed to collect data on the health behaviors of military personnel to facilitate evaluation of policies and programs	Active and Reserve Service Members (except recruits, Service academy students and selected others)	Ongoing internet data collection	About 180 questions that takes 40 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	DD-HA(BE)2189
TMA DHCAPE Opinion Research Panel	Designed to collect data on Active Duty Service members' satisfaction, views, concerns and issues about a variety of topics including access to care, access to specialty care, communications, expectations and other topics of importance to healthcare in the military. Surveys are distributed on a monthly basis with panel members participating in multiple surveys.	Active Duty Service Members in the United States.	Web based	About 8-10 multiple choice and open ended questions that should take around 10 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	N/A
The Defense Health Agency Demonstration Project for the Philippines Evaluation Survey	Designed to collect data on beneficiary satisfaction with health care access and the quality of experiences in receiving health care under the Philippines Demonstration Project.	TRICARE beneficiaries who have filed a claim within the TRICARE Demonstration Project for the Philippines	Phone and web based	About 15 multiple choice and open ended questions that should take around 10 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	DD-HA(A)2542
Military Health Service (MHS) Patient Centered Medical Home Staff Satisfaction Survey	The study is being conducted to assess perceptions among Active duty military and federally employed staff impacted by MHS' transition to Patient-Centered Medical Home and to identify strengths and areas for improvement. This study is the mechanism to understand the impact of this change and how it affects the military and federal personnel assigned to a PCMH Military Treatment Facilities (MTF).	All MHS Active duty military and federally employed staff assigned to PCMH clinics.	Web based	18 multiple choice and open ended questions that should take less than 10 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	DD-HA(SA)2395

DHA Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey on Ambulatory Surgical Care	The CAHPS Surgical Care Survey asks patients to report on and rate their experiences with a surgeon and the surgeon’s practice. The primary objectives of this study are to obtain patient feedback on each stage of ambulatory surgical care at multiple levels of the delivery system.	The sample will be drawn from a list of individuals (adults age 18 and older) who have received care from a given military treatment facility or purchased care claim during the specified time interval.	Telephone Interview	47 questions closed-ended questions which is estimated to take 15-20 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	DD HA(A)2468
---	--	---	---------------------	--	---	--------------

